

**CONFIRMED MINUTES OF
CUSTOMER SERVICES & RTC CHAIR'S MEETING
HELD VIA MICROSOFT TEAMS
THURSDAY 25TH SEPTEMBER 2025**

Attendees

Craig Carroll (CC)
Jo Bark (JB)
Rukhsana Hashmat (RH)
Jayne Peters (JP)

Minutes

Jane Murphy (JM)

ACTIONS

Item no.	Original Meeting/Date	Action	Owner	Status
3	25/09/2025	JM to move the NW RTC Business Meeting on 10 th October 2025 online.	JM	Completed
3	25/09/2025	JP to seek support from RCI / NHSBT Liverpool Consultants to see if anyone can attend RTC Meeting to support discussion on AOB item.	JP	Completed
4	25/09/2025	JM to request speakers to complete a copyright release form.	JM	Completed
6	25/09/2025	CC to mention at RTC Meeting re extending RTT Membership.	CC	Completed
6	25/09/2025	Following RTC Meeting, JM to email members requesting expressions of interest to join RTT.	JM	Completed

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1. Welcome & Apologies

Everyone welcomed to the MS Teams call.

2. Minutes of Customer Services & RTC Chair's Meeting, 10th March 2025

Minutes were sent out with the agenda. These will be accepted as a true and accurate record.

All actions completed.

3. NW RTC Business Meeting, Friday 10th October 2025

Meeting is scheduled to be held face to face at NHSBT Liverpool. 22 people have confirmed they will be attending and possible more will attend on the day. However, this number is low compared to numbers who join a MS Teams meeting. Group decided to move the meeting online to gain better attendance.

Action: JM to move the NW RTC Business Meeting on 10th October 2025 online. (JM)

RTC Agenda

Agenda items reviewed.

5: Feedback from Hospitals

Luke Dowey to present following feedback received from completed reports from HTCs.

8: LIMS

Harriet Lucero to provided feedback for Salford Royal and CC to present.

10: AOB

Query from Sharon Jackson, TP @ Christie regarding "the provision of blood, post-transplant engraftment".

Action: JP to seek support from RCI / NHSBT Liverpool Consultants to see if anyone can attend RTC Meeting to support discussion. (JP)

4. NW RTC Education Event, Friday 28th November 2025

NW RTC hosting event "Evolving Major Haemorrhage Management" on behalf of NBTC. Event to be held virtually on Friday 28th November 2025.

Delegates

Currently, 585 delegates registered.

Programme

Reviewed. Still need speakers for:

- GI Haemorrhage
- Managing Coagulopathy in MH events, TXA, POCT, Perfusion, Products

CC advised he requested support for these at recent RTC Chair's meeting.

Speakers

As the event is to be recorded and uploaded to the to the PBM YouTube Channel [Patient Blood Management England - YouTube](#) once edited. Need permission from speakers for their presentation to be uploaded.

Action: JM to request speakers to complete a copyright release form. (JM)

5. NW RTC Working Groups

Anaemia Working Group

Nothing to update.

Cell Salvage Working Group

Nothing to update.

6. RTT Membership

Discussed current membership of the group. Have received a request to join the RTT. In line with the Terms of Reference, group decided to offer expressions of interest to join the RTT.

Action: CC to mention at RTC Meeting re extending RTT Membership. (CC)

Action: Following RTC Meeting, JM to email members requesting expressions of interest to join RTT. (JM)

7. RTC Budget

2025/26

Spend to date £1,250. Funded:

- Five places plus travel at SHOT Symposium, July 2025
- NW TP Meeting, May 2025

8. AOB

RTC Logo (JM)

Updated group on new RTC logo. All regions to use same logo with name of region underneath it. Logo for NW shown below.



North West

Customer Satisfaction Survey (RH)

Results shared from recent survey, Autumn 2025 for the NW region. Very poor response rate.

MFT Management Structure (JP)

New Management Structure comes into place at MFT on 6th October 2025.

GIRFT / Crossmatch Guidelines for Elective Hip and Knee Surgery (CC)

GIRFT is moving toward removing routine pre-operative group-and-save/crossmatch for primary hip and knee replacements, based on Oxford data showing very low transfusion rates. Many independent hospitals have already adopted this approach, and wider implementation is expected.

Concerns were raised regarding safety in smaller independent hospitals without on-site transfusion services, which may become reliant on emergency O-negative or O-positive blood, increasing pressure on limited stocks and risking higher wastage. The guidance does not fully account for higher-bleeding primary cases (e.g. Perthes disease, rheumatoid disease, muscular patients).

It was proposed that any change must be accompanied by stronger national direction on pre-operative anaemia optimisation and guaranteed availability of intraoperative cell salvage, which can significantly reduce donor blood use. GIRFT has agreed to consider reviewing cell salvage provision, with further discussions planned.

NHSBT Emergency Blood “Buddying” Arrangements (JP)

NHSBT has asked hospitals to establish local “buddying” agreements to support trauma services during a Code Red situation when national blood supply is disrupted. Initial discussions showed that MFT and Salford would not be effective buddies for each other, as they would likely be responding to the same major incident. Stoke expressed interest in partnering with MFT, which was considered helpful due to being supplied by a different NHSBT centre. Harriet is approaching Preston and Liverpool. The Greater Manchester Trauma Network has requested a broader, more flexible regional model rather than one-to-one buddying. Work is now underway to formalise a Northwest-wide buddying arrangement, including Stoke and Birmingham, to ensure resilience across multiple sites.

NHSBT Business Continuity – Power Outage Planning (RH)

Several Northwest hospitals have been in contact regarding NHSBT business continuity planning for a potential national power outage. Sites have been running internal exercises and are seeking clarity on how blood supply would be supported in such a scenario. It was suggested that this may be an appropriate topic for a future RTC business-continuity session.

9. Date of Next Meetings

- RTT Meeting ~ 12/01/2026, 1.30pm via MS Teams
- Customer Services & RTC Chair’s Meeting ~ March 2026, TBC via MS Teams